



Emergency Response Plan

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Emergency Response Plan

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Definition of an emergency

An event – or events – usually sudden, which involve experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures and which is likely to have emotional and organisational consequences.

AIMS

To:-

1. Create an awareness of the need for planned arrangements to be made.
2. Provide re-assurance of the practical help that is available from British Orienteering and other agencies, at short notice.
3. Recommend the need to develop complementary emergency arrangements, in line with the enclosed draft plan.
4. Give guidance on other source of information and help.

SCOPE OF THE PLAN

At Events/Activities:

- A significant accident
- The death of or serious injury to a participant, volunteer or staff member
- The destruction or serious vandalism at a venue
- A deliberate act of violence, such as the use of a knife or firearm
- A participant, volunteer or staff member being taken hostage

On Trips:

- A transport-related accident involving participants, volunteers and/or staff members
- The death or serious injury of a participant, volunteer or staff member
- A more widespread disaster in the community
- Civil disturbances and terrorism

In respect of trips and visits, guidance is available from the British Orienteering.

Requesting Support from British Orienteering

Activation (Diagram 1)

**In the event of an emergency the proposed
arrangement is outlined here:**

INCIDENT OCCURS

Senior person on-site contacts British Orienteering Chief Executive, Mike Hamilton

(or [Nominated named person]) either via the

National Office +44 (0)1629 734042

during Office hours (9:00 to 17:00, Monday to Friday)

Or OUT OF OFFICE HOURS – on: Mobile: +44 (0)7966 305 800



British Orienteering Chief Executive [or nominated person]:

- Establishes contact with the responsible person local to the incident and confirms the person who will act as On-Site Coordinator
- In discussion with the On-Site Coordinator determines the support needs, response required
 - Activates support from other agencies or Government if appropriate
 - Notifies the British Orienteering Chairman and any other significant people

Emergency action list

ACTION BY:- Chief Executive, [or Nominated Person]

Stage 1 - Initial Actions

- Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events.
- Make every attempt to clarify exactly what has happened.
- Then consider whether the incident requires support from British Orienteering staff or outside agencies.
- If so, agree who will make contact with other support agencies.
- If the incident is likely to attract media attention, there may be requests for information, interviews or statements. Try to postpone media comment until the possible scenarios have been thought through carefully. See Appendix 1 for some key points to remember.
- Call in the designated staff members to form the 'Emergency Management Team' (EM Team), and nominate one member to oversee that Team on your behalf if you are called away.
- Be prepared to receive telephone calls.
- Recognise the relevance of multi-cultural and multi-faith factors in the response.

NB: It is especially important that if names of those who may have been involved in the incident are known they are NOT released – or confirmed – to anyone, before those identities are formally agreed and parents or family have been informed.

If outside office hours:

- Arrange to contact staff who may be required to assist with the emergency. Ensure that home contact/mobile phone details are kept.

If deputising for the Chief Executive

- Try if possible to contact and brief him/her.
- Inform Chairman of British Orienteering-
 - Of the incident and, if appropriate, of the involvement of outside agencies.
 - If appropriate inform the Chairman that he/she should be prepared to standby for interview by the media.

Stage 2 – Once established

Brief person acting as On-Site Co-ordinator to oversee the following:

- If people are being brought in to support the emergency, arrange for on-site facilities for them.
- Agree appropriate identification of staff by using badges.
- Expect to see identification of personnel.
- Set up arrangements to manage visitors – arrange for their names to be recorded.
- Set up arrangements to enable accurate information to flow into and out of the site and for telephones calls, by ensuring:
 - sufficient help is available to answer the calls that could be received (it may be decided to use the National Office and staff as a 'Help-Line' rather than deal with the calls at the site)
 - staff maintain records of all calls received
 - brief, but up-to-date prepared statements are available to staff answering phones
 - media calls are directed to the Chief Executive or Marketing Manager
 - care is taken when answering telephone calls
 - an independent telephone is made available for outgoing calls only – a mobile phone can be useful
 - staff answering telephones are reminded that some calls could be bogus
- To arrange for all staff to be briefed at an early stage. (Subsequent briefings should be arranged.)
- To be aware of how colleagues are coping.
- To arrange for all people involved on-site to be briefed, in simple terms, at an early stage (ideally in small groups and initially by the On-Site Coordinator, wherever possible).
- To brief staff, volunteers and participants from speaking to the media if appropriate (ie on a tour rather than at an event).
- To arrange, if appropriate, for staff to each have a copy of the next-of-kin list.

Parents:

- If children are involved, the contacting of parents will be an important early task (remember if it is a major incident, the parents may well have already heard). It may be appropriate to brief parents and offer support. This will need to be done with the utmost care.
- Maintain regular contact with parents.
- If the incident is away from the parent's home seek Police advice whether parents should travel to the scene, or whether children should be taken home.

Staff dealing with the incident:

- Remember to have regular breaks, and advise others to do so.
- Maintain regular contact with staff/volunteers involved. Make a point of seeing that all staff/volunteers involved know each other's roles & responsibilities.
- Always try to think of something positive to say to staff/volunteers and respond positively to ideas and suggestions.
- Be available to see staff/volunteers when required.
- Remember some members of staff/volunteers may be affected, in which case they may not be able to help in providing support.
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of people, they too could need professional support.
- If the incident is not local try to dissuade shocked staff from driving parents to the scene.

Liaison with Other Agencies:

- Maintain liaison with other agencies for the duration of the incident.

Stage 3 – Period following the close of the incident

- When appropriate, seek advice from others regarding special circumstances assemblies/funeral/memorial services.
- Arrange for a member of staff to make contact with all involved people either at home or in hospital.
- Make sensitive arrangements for the return to the UK (if appropriate).
- Organise the preparation of a full report and review of the response to the incident.

Stage 4 – Longer term issues

The effects of some incidents can continue for years. Thought will need to be given to:

- Work with staff to monitor people involved informally.
- Clarify procedures for referring involved people for individual help.
- Be aware that some staff may also need help in the longer term.
- Recognise and if appropriate, mark anniversaries eg commemorative assembly.
- Remember to make any new staff aware of which people were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset.
- Remember if the incident does attract media attention, it may be that interest will continue for many weeks.

Emergency action list

ACTION BY: EMERGENCY MANAGEMENT TEAM

This team should comprise:

- senior members of staff
- administrative staff

Stage 1 – Initial Actions

- Obtain full facts of the incident from the On-Site Coordinator [or Nominated Person].
- Open and continue to maintain a personal log of information received, actions taken and the time of those events.
- Assist, where appropriate, in assessing the emotional needs of the staff and people involved.
- Co-ordinate rapid action to sensitively inform staff and people involved to provide appropriate support.
- Assist office staff who will undertake phone briefings.
- Arrange support for any very distressed people.

Stage 2 – Once Established

- Under guidance from the Chief Executive [or Nominated Person]
- Work with other staff/volunteers as directed by the Chief Executive [or Nominated Person].

Stage 3 – Period Following Close of the Incident

- As above

Emergency action list

ACTION BY:- ADMINISTRATIVE ASSISTANTS

Stage 1 – Initial Actions

- Obtain full facts of incident from the Chief Executive [or Nominated Person].
- Open and continue to maintain a personal log of information received, actions taken and the time of those events.
- If coming in from home, remember to bring useful items, such as any keys needed, mobile phone & charger.

Stage 2 – Once established

- Assist the Chief Executive [or Nominated Person].
- Work with the Chief Executive [or Nominated Person], On-site Co-ordinator and Emergency Management Team (if activated), as directed.
- Remember the National Office is likely to be the first point of contact for enquires, so exercise caution in making comments.
- Concerning incoming telephone calls:
 - take special care when answering telephone calls early on
 - maintain a record of calls received
 - only give out information from prepared statements that will be made available by the Chief Executive or On-site Co-ordinator
 - remember that some calls could be bogus

Stage 3 – Period Following Close of the Incident

- As above

Appendix 1

Points to note with media interviews

In the context of an emergency, contact the Chief Executive before making any contact with the media – see Appendix 2 for telephone numbers.

- Have another person with you, if possible, to monitor the interview.
If possible, agree an interview format i.e. establish what the interviewer wants to ask and what you are prepared to say.
- 'Off the record' is meaningless.
- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out.
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview.
- Be prepared to say you cannot comment.
- Don't over-elaborate your answers.
- Try to keep a grip on your emotions during interviews-especially if it is TV.
- Most journalists are responsible, but check where the interview/camera team go, when the interview is over.

Appendix 2

Contact List

The names and telephone numbers of organisations and individuals who may be useful in an emergency:

Contact	Name	Telephone No.
[A&E Hospital]	[]	
[GP name/organisation]	[Nominee Name]	
British Orienteering	Mike Hamilton, Chief Exec	+44 (0)1629 734042
British Orienteering	Lyn West, Chair	
British Orienteering	Out Of Hours – Emergency	Mobile: +44 (0)7966 305800

A&E map

GP map

Search & Rescue details

Knowing What The Risks Are,

Know where you are going!

Trip Reconnoitring: If You Haven't Been Before You Need To Go!

If the Leader of the trip is unable to go and reconnoitre personally to do a risk assessment get a local to do one your behalf

- Staff leading the activity/trip must have reconnoitred the trip they're leading or communicated directly with the local contact delivering the risk assessment and local information
- During this reokie:
 - Familiarisation with the journey there, the embarkation point, the arrival point
 - Hazards are identified
 - Risk reduction management plans are discussed or role played
 - Staff leadership roles are clarified
 - Digital photos can be taken to prepare participants briefing
 - Identify medical care, local hospital, emergency services – how can they be contacted, when are they available, ease of access, local transport

Group Management: What Safety Systems Should Be Set Up?

- Know your group, who is experienced and competent, who is a beginner – both staff and participants
- Staff will need to communicate and discuss a pre-trip review of safety issues and complete a Risk Assessment & Management Form.
- Either prior to the trip or at the beginning of the trip staff will need to sit down and review safety issues and the Emergency Response Plan.
- The group Leader will sign off stating that they understand the major risks and the agreed management strategy for these risks.

Administrative Systems: Pre-Trip Check List

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Risk Management: It Will Happen, Can You Manage It?

- The major hazards identified on the reokie and any other risks there may be to the group will need to be listed and discussed
- When analysing potential risk you should consider the following variables:
 - Environmental Hazards
 - Human Hazards
 - Equipment Concerns
 - Leadership adequacy
- For each risk identified and analysed, a management strategy will be required; document how each risk will be managed
- Knowing the hazard and level of risk, and weighing this against the skill and experience of the group helps determine group management strategy.

Pre-Trip briefing for participants: Make Them Aware!

- Increase awareness prior to the trip commences by making them aware of issues raised in the Risk Assessment & Management Form giving both staff and participants:
 - Prior knowledge of hazards
 - Prior knowledge of how to manage these hazards

Emergency Action Plan: Are you prepared When Things Go Wrong?

- Despite the best planning and intentions things can and do go wrong
- What systems can be in place to ensure timely and professional response
- An Emergency Response Plan is a must for all trips; it should be rehearsed and role played so that staff will be able to implement it when required.

PRE-TRIP CHECK LIST

MEDICAL

Medical data and consent forms completed and returned.

Medical data and consent forms photocopied, sets required for;

- Tour Manager (TM)
- Lead Coach (LC)
- One for each minibus if used as main form of transport
- British Orienteering Office

It is important that one set of forms travels to the training/competition areas.

If any athlete has a medical condition requiring a management plan ensure medical plan has been included with the medical data and consent forms.

As necessary, brief senior team members of any specific medical conditions (allergies etc).

If travelling to EU ensure all tour members have current European Health Insurance Card or equivalent for those athletes not resident in the UK.

Details of travel/medical insurance are available in the TM's and British Orienteering's file. Check insurance cover for all activities to be undertaken.

Check travel vaccinations are current for all team members.

Banned Drugs; TM needs to check that competitors are not taking banned drugs, or if they do that they have the necessary paperwork.

Contact details and locations of local medical facilities to be available in TM's and British Orienteering's file.

TRAVEL

Before you go check out the Foreign and Commonwealth Office website for travel advice and entry requirements of the countries you will be passing through and visiting.

Find out where the nearest embassy will be, check their website to find out what services they offer and their opening times. Note contact details in TM's and British Orienteering's file.

If appropriate, register with the Foreign and Commonwealth Office LOCATE service.

Make sure all team members have the correct visas.

Make sure all team members have valid passports, for certain countries passports must be valid for 6 months after the date you travel.

Take photocopies of the main details page of all passports. This will make it much easier to arrange replacement travel documents if passport is lost or stolen. Copies of details page to be kept in TM's and British Orienteering's file.

Make sure all athletes have completed the emergency contact details in their passports.

Check travel details and confirm reservations. If online check-in is being used ensure all team members are checked in and boarding passes have been printed.

Ensure athletes are aware of baggage allowances; weight and size (different for different airlines).

If using rail travel check all team members have received tickets.

All travel details available in TM's and British Orienteering's file.

If driving abroad ensure licence is current and valid for vehicles being used. If a photo licence, ensure driver brings the green counterpart licence as well.

Check driving insurance is adequate to cover driver and passengers.

Ensure vehicles carry all emergency equipment required by the countries you will be passing through or visiting. If vehicles are to be hired overseas it is important to check that the vehicle contains the necessary

equipment.

Check vehicle recovery and on-travel details in case of breakdown or accident. Ensure appropriate cover and details copied to TM's and British Orienteering's file.

Check latest travel restrictions and ensure all team members are aware. This should include security and customs restrictions.

ACCOMMODATION

Check all details and confirm reservations.

If no risk assessment has been completed before travel then carry out assessment on site as soon as possible and ensure all team members are briefed on hazards and evacuation and emergency procedures.

GENERAL

Ensure all team members are aware of any competition equipment restrictions, e.g. use of studs.

Ensure all team members are aware of import/export restrictions, particularly taking foodstuffs and endangered species souvenirs to and from countries. This also applies to items such as clean shoes (NZ and Australia).

Ensure a copy of the Emergency Plan and emergency contacts at British Orienteering has been added to the TM's file.

Check mobile phone coverage in tour area with provider. If no coverage, arrange alternative, e.g. hire locally. Add all emergency and contact numbers to mobile phone memory.

It is important to have access to cash for the tour as contingency funds to cover emergencies. Details of emergency fund access to be kept in TM's and British Orienteering's file.

If using credit/debit cards pre-warn supplier that you are travelling abroad to avoid your card being suspended when a foreign transaction appears.

Ensure you have contact numbers for your credit/debit card supplier and bank.

Have a variety of cards, possibly through different members of the party, to ensure availability of funds.

Ensure all next of kin have access to emergency contact number at British Orienteering.

SUPPORTING NOTES

Medical

Current Medical Data and Consent form contains necessary information for UK activities. For overseas visit suggest that form also contains a space for details of European Health Insurance Card, including expiry date.

Note: for many of the first issue cards that date is 01-01-2011. If you lose, or have your EHIC stolen within the UK, then you will need to apply for a replacement. If it is lost or stolen abroad then you will need to apply for a replacement upon your return to the UK. If you require healthcare whilst you are abroad and have lost, or had your EHIC stolen, contact the Enquiries Line on +44 191 212 7500 (number current 5th February 2010), to obtain an EHIC Provisional Replacement Certificate.

If you need to renew your EHIC then you can do this no more than six months before it expires. If you wish to change any details on your EHIC, for example a change of name due to marriage or divorce, then you will need to obtain a replacement EHIC. Further details can be found at <http://www.ehic.org/index.html>

Details of medical arrangements in EU countries can be found here:

<http://www.nhs.uk/NHSEngland/Healthcareabroad/Pages/EEAcountries.aspx>

General information on travel vaccinations can be found at <http://www.nhs.uk/Conditions/Travel-immunisation/Pages/Introduction.aspx>

Individual country health advice can be found at:

<http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/>

Travel

A wide range of travel advice for all countries is provided by the Foreign and Commonwealth Office at; <http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/>

A downloadable leaflet that could be provided for all team members can be found here; <http://www.fco.gov.uk/resources/en/pdf/2855621/checklist-for-travellers>

Driving abroad

Driving licences need to be current. Be aware that photo driving licences are only valid for 10 years and must then be renewed. There have been a significant number of cases where new licences have been returned and valid categories have been removed, particularly motorcycle and minibus categories. There has been little redress and drivers have had to take their test again to re-qualify as old licences are not returned and pass certificate are retained and destroyed. The best evidence is a photocopy of the old licence. When the new driving licence arrives it is important to check that the driving categories are correct and contact DVLA immediately if details are wrong.

Latest security and customs restrictions can be found at;

<http://www.direct.gov.uk/en/TravelAndTransport/TravellingAbroad/AirTravel/index.htm>

<http://foodimports.direct.gov.uk/index.html>

<http://www.hmrc.gov.uk/customs/banned-restricted.htm>